

Application No. 10/002,745
Amendment filed with RCE

Customer No. 01933

Listing of Claims:

Claims 1-20 (Canceled).

21. (New) A technical support system comprising:
a service information portal section which provides web
pages as information input and output interfaces;
5 a knowledge base section which stores various claim reports
and solutions to problems presented by the claim reports; and
a claim handling section which registers a new claim report
input via one of the web pages in the knowledge base section;
wherein the claim handling section: (i) determines technical
10 divisions which share a market countermeasure task of solving a
unique problem presented by the new claim report and of
developing a countermeasure part that does not encounter the
unique problem, (ii) issues task sheets for the market
countermeasure task to the technical divisions, (iii) receives
15 the task sheets returned from the technical divisions so as to
update a state of progress of the market countermeasure task.

22. (New) The technical support system according to
claim 21, wherein the claim handling section is configured to
display the state of progress of the market countermeasure task.

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23. (New) A technical support method using a knowledge base section which stores various claim reports and solutions to problems presented by the claim reports, said method comprising:

providing web pages as information input and output
5 interfaces;

registering a new claim report input via one of the web pages in the knowledge base section;

determining technical divisions which share a market countermeasure task of solving a unique problem presented by the
10 new claim report and developing a countermeasure part that does not encounter the unique problem;

issuing task sheets for the market countermeasure task to the technical divisions; and

receiving the tasks sheets returned from the technical
15 divisions so as to update a state of progress of the market countermeasure task.

24. (New) The technical support method according to claim 23, wherein the state of progress of the market countermeasure task is displayed.

25. (New) A recording medium having a program recorded thereon for a technical support system server including a claim

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handling section, said program being executable to cause the
claim handling section to perform processes of:

- 5 registering a new claim report in a knowledge base section;
 determining technical divisions which share a market
 countermeasure task of solving a unique problem presented by the
 new claim report and developing a countermeasure part that does
 not encounter the unique problem;
- 10 issuing task sheets for the market countermeasure task to
 the technical divisions; and
 receiving the tasks sheets returned from the technical
 divisions so as to update a state of progress of the market
 countermeasure task.

26. (New) The recording medium according to claim 25,
wherein the program is executable to cause the claim handling
section to perform a further process of displaying the state of
progress of the market countermeasure task.

27. (New) The technical support system according to
claim 21, wherein the technical divisions comprise a design
division, a production division, and a quality certification
division.

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28. (New) The technical support system according to claim 21, wherein the state of progress is a selected one of a plurality of consecutive steps.

29. (New) The technical support system according to claim 28, wherein the selected step is updated based on a combination of tasks completed in the technical divisions.

30. (New) The technical support system according to claim 28, wherein the consecutive steps comprise: a first step of confirming and verifying a claim content of the new claim report, a second step of performing cause investigation and solution estimation, a third step of performing a trial production and effectiveness test of the countermeasure part, a fourth step of preparing the countermeasure part for market application, and a fifth step of monitoring effectiveness of the countermeasure part in the market.

31. (New) The technical support system according to claim 29, wherein the technical divisions comprise a design division, a production division, and a quality certification division.

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32. (New) The technical support system according to claim 31, wherein the consecutive steps comprise: a first step of confirming and verifying a claim content of the new claim report, a second step of performing cause investigation and solution
5 estimation, a third step of performing a trial production and effectiveness test of the countermeasure part, a fourth step of preparing the countermeasure part for market application, and a fifth step of monitoring effectiveness of the countermeasure part in the market.

33. (New) The technical support system according to claim 32, wherein the state of progress is updated to the fourth step when a task of the design division is completed.

34. (New) The technical support system according to claim 32, wherein the first step is selected when the new claim report is received by the design division.

35. (New) The technical support system according to claim 28, wherein the task sheets are selectively issued to the technical divisions according to the state of progress.

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36. (New) The technical support system according to claim 35, wherein at least two of the task sheets are issued to a design division.

37. (New) The technical support system according to claim 35, wherein a task sheet is issued to a quality certification division when a design division returns a task sheet indicating completion of a task of the design division.

38. (New) The technical support system according to claim 28, wherein a task sheet issued to a design division and a task sheet issued to a production division are issued simultaneously.

39. (New) The technical support system according to claim 32, wherein the fifth step is selected when tasks of the design division, the production division, and the quality certification division are completed.

40. (New) The technical support system according to claim 27, wherein details of a countermeasure are delivered as a report of invention to a patent division upon completion of the countermeasure task shared among the technical divisions.

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41. (New) The technical support system according to
claim 21, wherein claim content of the new claim report is input
in a format similar to natural language, and the new claim report
is registered in a format including at least a claim title
5 structured as a combination of predetermined items of definition
information expressed in standard terms, based on the claim
content in the format similar to the natural language.

42. (New) The technical support method according to
claim 23, wherein claim content of the new claim report is input
in a format similar to natural language, and the new claim report
is registered in a format including at least a claim title
5 structured as a combination of predetermined items of definition
information expressed in standard terms, based on the claim
content in the format similar to the natural language.

43. (New) The recording medium according to
claim 25, wherein claim content of the new claim report is input
in a format similar to natural language, and the new claim report
is registered in a format including at least a claim title
5 structured as a combination of predetermined items of definition
information expressed in standard terms, based on the claim
content in the format similar to the natural language.